

Together we're making health and social care better

Annual Report 2022-23



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Message from our Chair

In our HW Kingston Annual Report 2021-22, we anticipated the implementation of the NHS reforms, delayed till 1st July 2022. These represented a move away from competition to integration, including social care, through an Integrated Care System (ICS). Having represented the six South West London Healthwatches at the merged CCG for two years, I undertook a similar role for six months at the Integrated Care Board and Integrated Care Partnership, until our ICS-funded South West London Healthwatch Executive Officer took up her post; she has done sterling work in developing both our links with the ICS and collaboration between the six Healthwatches. Throughout these structural changes HW Kingston has continued to develop our networks and our reputation as a critical friend; for example, working in partnership with Kingston Voluntary Action on our community engagement into bereavement support and services in Kingston (see page 10).



**Dr Liz Meerabeau,
Chair, HW Kingston**

Integrated Care System concerns and opportunities

A key concern in the restructuring has been to ensure that opportunities for patient and public engagement continue. In addition, the Kingston Health and Wellbeing Board, which met in public, was merged with the Kingston Strategic Partnership in autumn 2022 to form the Kingston Partnership Board (KPB). This has many advantages, including a wider membership (such as 'blue light' services) and the opportunity for more in-depth discussion; the KPB has an ambitious remit, to steer RBK in its aim to become a Marmot borough which is equitable, inclusive, local and sustainable. However, most meetings will not take place in public. We are grateful that the Director of Public Health attended the HW Kingston Board in September 2022 to enable us to discuss our concerns and we look forward to participating in the public-facing events which are proposed.

Place-Based Partnership Committee

HW Kingston also has a seat on the Place-Based Partnership Committee (PBPC), and we are pleased to host the Kingston Community Voices Group as part of our Open Meetings. PBPC has four priorities: to support and develop primary care networks, to simplify, modernise and join up health and care, to identify people and families at risk and organise proactive support, and to coordinate local activity in order to prevent future health risks. Workforce (including new roles), technology and estate are seen as key enabling factors, and HW Kingston is keen to learn what is proposed – particularly in relation to estate since there are several large housing developments underway or proposed in Kingston and a surgery in need of modernisation. Through our engagement programme, we have enabled discussion of innovations in patient care such as virtual wards, since this dialogue helps to ensure that the service is well-understood and used appropriately.

Message from our Chair

Health Overview and Scrutiny

As in previous years HW Kingston has played an active role on the Health Overview Panel (HOP), including a well-received HW Kingston report on local diabetes care contributed to by one of our Trustees which resulted in the reinstatement of an exercise class for local residents living with diabetes. A recent HOP agenda item was social prescribing, a key issue being whether all patients in Kingston have access to the same standard of provision. In June/July 2022 HW Kingston was actively involved in engagement with patients following the closure of a local GP surgery. I have monthly discussions with the chair of HOP, who also chairs the Joint Health Overview and Scrutiny Committee, which has membership from all six SWL boroughs and Surrey; like other local Healthwatches HW Kingston is also engaged in a consultation on the proposed move of paediatric cancer services.

New trustees

On behalf of all of us, I am pleased to welcome Eeva Crawley to the HW Kingston board, who in addition to her shared governance role with other trustees, is now our treasurer also Kathryn Yates.

New HW Kingston contract

Lastly, I am delighted to announce that HW Kingston has retained the contract to provide Healthwatch services in Kingston, so as chair I look forward to forging further fruitful working relationships, and also welcoming an old acquaintance, Professor David Croisdale-Appleby, as the incoming chair of Healthwatch England.



About Healthwatch Kingston

HW Kingston upon Thames is your local health and social care champion.

From Canbury to Tolworth and everywhere in between, we make sure NHS and social care leaders, and other decision makers hear your voice and use your feedback to improve care. We can also help you to find reliable and trustworthy information and advice.



Our vision

A world where we can all get the health and care we need.



Our mission

To make sure people's experiences help make health and care better.



Our values

Listening to people and making sure their voices are heard.

Including everyone in the conversation – especially those who don't always have their voice heard.

Analysing different people's experiences to learn how to improve care.

Acting on feedback and driving change.

Partnering with care providers, Government, and the voluntary sector – serving as the public's independent advocate.

"In the last ten years, the health and social care landscape has changed dramatically, but the dedication of local Healthwatch hasn't. Your local Healthwatch has worked tirelessly to make sure the views of local people are heard, and NHS and social care leaders use your feedback to make care better."

[Louise Ansari, Healthwatch National Director](#)

Our year in review (2022-23)

Reaching out

4,695 people engaged with us through our projects and outreach in 2022-23 and shared their experiences of health and social care services, helping us to raise awareness of issues and improve care.

4,894 people came to us for clear advice and information via our website, our online 'contact us' form, telephone and emails about topics such as mental health and the cost-of-living crisis.

Making a difference to care

We published

10 reports with 81 recommendations

about the improvements people would like to see to health and social care services.

Our most popular report was

Bereavement Services and Support

which highlighted the struggles people face with bereavement services and support in The Royal Borough of Kingston upon Thames.

Health and care that works for you

We're lucky to have

51 outstanding volunteers who gave up **370 days** to make care better for our community.

We're funded by our local authority. In 2022-23 we received

£122,000

which is the **same** as the previous year. (See page 36 for additional income information).

We currently employ

6 dedicated staff (4.2 FTE)

who help us carry out our work.

10 years of improving care

This year marks a special milestone for Healthwatch. Over the last ten years, people have shared their experiences, good and bad, to help improve health and social care. A big thank you to all our Healthwatch Heroes that have stepped up and inspired change. Here are a few of our highlights:

How have we made care better, together?

Vaccine confidence

Our research exploring vaccine confidence with people from different backgrounds provided vital lessons for public health campaigns.



NHS admin

We highlighted the negative impact poor NHS admin can have and recommended five principles for services to improve people's experiences.



Patient transport

NHS England announced improvements to non-emergency patient transport services thanks to public feedback.



Waiting list support

After we and other organisations called for an urgent response to hospital waiting lists, and better interim communication and support, the NHS set out a recovery plan to address the backlog.



NHS dentistry

We continued to voice public concerns that improvements to NHS dentistry are too slow, leaving thousands of people in pain.



Together HW Kingston worked on these areas with you in 2022–23

1. Response to and recovery from the coronavirus pandemic:

- a. Continue to gather views and experiences of NHS and social care services during and after the coronavirus pandemic, to ensure commissioners, providers and other system leaders respond appropriately to the health and care needs of local people.

2. Health inequalities and NHS and Social Care transformation:

- a. Continue to monitor the commissioning, provision and transformation of NHS and Social Care in Kingston, in particular: the South West London Integrated Care System; health inequalities; the health and care needs of women and people with long term medical conditions.

3. Learning Disability:

- a. Continue to support meaningful engagement with local people with a learning disability in the work of HW Kingston, including Enter and View training.
- b. Continue to provide chair and administrative support for the 'Kingston All Ages Learning Disability Partnership Board'.

4. Mental Health:

- a. Continue to provide chair and administrative support for the 'Kingston Mental Health and Wellbeing Group'.
- b. Continue to monitor progress of and engagement with specialist service provision to people with Emotionally Unstable Personality Disorder (EUPD).
- c. Provide independent evaluation of the south west London Community Mental Health Transformation Programme in Kingston.

5. Young People:

- a. Continue to support Youth Out Loud! (YOL!) to review health and care services (in partnership with HW Richmond and other stakeholders).
- b. Continue to support delivery (with other partners) of the Digital Youth Project to complete a series of short health and care films and podcasts by young people for young people.
- c. Continue to support YOL! to develop its online and social media.

6. Safeguarding:

- a. Continue membership of the Kingston Safeguarding Adults Board.
- b. Continue to deliver the Kingston Making Safeguarding Personal project.
- c. Continue support for the London Safeguarding Adults Board, London Safeguarding Voices and Conference Planning Groups to ensure people with lived experience of safeguarding are integral to safeguarding systems and processes across London.

[Find out more about how our plans aligned with Healthwatch England Plans in 2022–23.](#)

1. Response to and Recovery from the Coronavirus Pandemic

Our 2022–23 coronavirus pandemic work areas were:

- a) Continue to gather views and experiences of NHS and social care services during and after the coronavirus pandemic, to ensure commissioners, providers and other system leaders respond appropriately to the health and care needs of local people.

In our 2021–22 Annual Report we noted that the pandemic had shone a stark light on the impact of existing inequalities when using health and social care services. We added that this highlighted the importance of championing the voices of those who all too often go unheard. We set ourselves a goal, for 2022–23, to work with decision makers to help reduce these inequalities by making sure local voices are heard, to reduce the barriers faced, regardless of whether that's because of where people live, income or race. As part of this we supported and co-produced the Health and Wellbeing Days which provided an opportunity for people experiencing homelessness and asylum seekers to have Covid vaccinations along with time to talk about access to care and support services locally and also provide information and advice.

Living with Long Covid in the Royal Borough of Kingston upon Thames

We have continued to attend and support the Kingston & Richmond Post Covid Steering Group, where we have fed back anything we have learned about Long Covid and ensured progress against the recommendations we made in our [Living with Long Covid Report](#).



Health & Wellbeing Day

for those experiencing homelessness or seeking asylum in South West London

For assistance with travel costs, please contact Spear on 020 8288 6506 / 07876 899330 or KCAH on 020 8255 7400

Hosted in Kingston
Wednesday 29 June 2022 - 10.00am - 4.00pm

- ✓ Hot food and drinks
- ✓ Receive your COVID vaccination
- ✓ Advice from a GP
- ✓ A range of health and wellbeing stalls
- ✓ Haircuts available

Please wear loose clothing for vaccinations. 1st, 2nd and booster doses available.

You do not need to be registered with a GP, prove your identity, your address or your immigration status to access the vaccines.

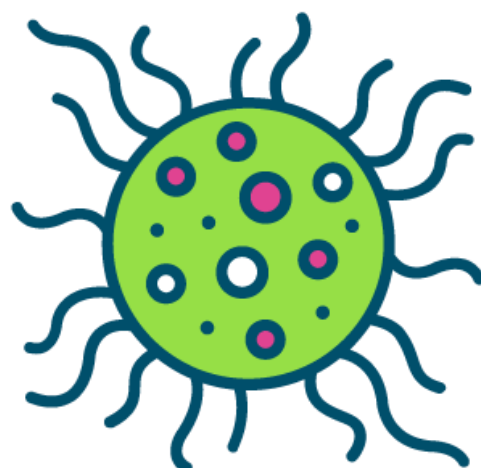
Venue Address: NEW VENUE
Kingsgate Church, 161A Clarence Street, Kingston upon Thames, KT1 1QT
*No dogs allowed inside the venue

Workshops at this event

- 10.30am - 1.30pm
- Hand massages and mini manicures from the Sisterhood Sanctuary
- 1.30pm - Active Breathing Workshop
- Learn breathing techniques to help you manage anxiety and/or breathlessness
- 11.30am - 1.30pm
- Creative Activities (e.g. card making, making your own organic lipgloss)

ABC

Come along and #GrabAJab



Covid and bereavement

In 2021, in order to build a more comprehensive picture of the impact of bereavement on our local population, and to gather further insight into views on current service provision, HW Kingston and Kingston Voluntary Action were commissioned by the South West London Integrated Care Board to undertake community engagement into people's experiences.

[Read the Bereavement Services and Support in Kingston - Community Engagement Report \(Published July 2022\).](#)



Unsurprisingly, 14 respondents to our community engagement noted Covid as the cause or part reason for death and their bereavement, due to delays in access to care during the pandemic. One participant stated that the Covid vaccine was a contributing factor to death.

“This landmark report, undertaken by Healthwatch Kingston and Kingston Voluntary Action, has been the start of some very important work around how we can best support our communities with the impact of bereavement. The lived experiences of local people and the recommendations outlined in this report have been vital as we plan and implement future bereavement support and services in Kingston as well as offering learning across South West London ICB and beyond.”

Dr Catherine Millington-Sanders,
SWL ICB + Kingston & Richmond borough EOLC Clinical Lead.

2. NHS and Social Care Transformation

Our 2022-23 health and care transformation work areas were:

- a. Continue to monitor the commissioning, provision and transformation of NHS and Social Care in Kingston, in particular: the South West London Integrated Care System; health inequalities; the health and care needs of women and people with long term medical conditions.

Social Care in Kingston: Care Workforce Wellbeing Project

In 2021, HW Kingston gathered the experiences of residents, family members and friends of residents of Care Homes, Supported Living Homes, and Extra Care Housing during the coronavirus pandemic. In 2022-23, we expanded our enquiry to retrospectively find out about care workforce wellbeing. We engaged with teams working in care homes, home care, domiciliary care and supported living with or without accommodation. Our survey and group work included:

- Mental health at work
- Physical health and working hours
- Workplace morale
- Respect and safety
- Covid and the cost-of-living.

 *My work is more than a just a job."*

The work was completed in partnership with RBK's Quality Assurance Team, in response to concerns raised about the treatment of care workers in Kingston. Feedback from over 100 staff was gathered and analysed to inform our [Care Workforce Wellbeing Report and recommendations](#).

HW Kingston staff shared infographic updates (right) with target groups about what we had heard so far at the mid-point of our care workforce project work to encourage interest in engagement from those that had not yet participated.



CARE WORKFORCE WELLBEING healthwatch Kingston upon Thames

WHAT WE HAVE HEARD SO FAR

Mental Health.
22% of staff do not know where to go if struggling with their mental health

What would improve morale?
"How about an activity that staff and those we support can do together"


Discrimination.
81% of staff have not seen discrimination at work. Those that did said it was because age, race or gender.

Cost of living.
"Carers are now more selective about where they will travel to work"
"I believe carers salaries should be raised to meet their needs"

Part of the care workforce in Kingston? Let us know what you think. Scan the code to the left or visit www.healthwatchkingston.org.uk/care-workforce-wellbeing-project

Long Term Conditions: Experiences of ME/CFS/Fibromyalgia Services in Kingston

HW Kingston has continued to work with people living with long term conditions. In 2022-23 we focused on people living with Myalgia Encephalomyelitis (ME)/Chronic Fatigue Syndrome (CFS)/Fibromyalgia. Working with the [Richmond and Kingston ME Support Group](#), we engaged on topics that included: where people need to travel to get their treatment, how long their diagnosis took, and what information and support was provided to them during the process of their diagnosis.

 *My GP took it seriously and eliminated other conditions by extensive testing but once I got my diagnosis, I was on my own with it."*

Read the HW Kingston Pulse Check: Experiences of ME/CFS/Fibromyalgia services and support report [here](#).

Health Inequalities: Listening to seldom heard from communities

Across 2022-23, HW Kingston attended multiple events and groups to listen to seldom heard people to inform our 'Including Communities' engagement project. We asked about people's experiences of a range of NHS and social care services, including GPs, pharmacies, dentists and hospitals.

Groups we engaged with included people experiencing homelessness, migrants, refugees, young people and people with a learning disability.

As well as targeted groups we outreach widely across the borough through our 'HW Kingston Community Roadshow' at all libraries in Kingston and increased our reach further by collaborating with the Community Library Service, by including our survey in packages of books delivered to people at home.

Over 200 residents responded to our engagement survey. [Read our Including Communities Report and Recommendations here](#).



Our Impact 2022–23

In addition to informing the SWL Integrated Care Strategy and the Joint Forward Plan (see page 28), HW Kingston has positively impacted a range of other reports and health and care strategies across the year. Below is a list of where our work has had an influence:

HW Kingston 2022–23 reports	Where our work has had an impact
<ul style="list-style-type: none"> Bereavement Services and Support Report Care Workforce Wellbeing Report 	South West London Integrated Care Board End of Life Care Programme
<ul style="list-style-type: none"> Bereavement Services and Support Report Pulse Check Report on ME/CFS/Fibromyalgia Services 	Kingston and Richmond Long Covid Steering Group
<ul style="list-style-type: none"> Pulse Check on Diabetes Services 	SWL Integrated Care Board
<ul style="list-style-type: none"> Living with Long Covid Report Bereavement Services and Support Report 	Kingston Carers Strategy
<ul style="list-style-type: none"> Pulse Check Report on ME/CFS/Fibromyalgia Services Pulse Check on Diabetes Services Including Communities Report 	RBK Joint Strategic Needs Assessment
<ul style="list-style-type: none"> Bereavement Services and Support Report 	Kingston and Richmond Children and Young People Mental Health Group
<ul style="list-style-type: none"> Experiences of London Ambulance Service Report 	London Assembly Health Committee
<ul style="list-style-type: none"> Experiences of London Ambulance Service Report 	London Ambulance Service NHS Trust Strategy 2023–2028
<ul style="list-style-type: none"> Bereavement Services and Support Report (the identified gaps in provision) 	Ongoing work with Bereavement Think Tank.
<ul style="list-style-type: none"> Bereavement Services and Support Report 	Services have been collated on Connected Kingston

Recommendations from our reports

HW Kingston has produced 10 reports this year which include 81 recommendations for local NHS and Social Care Providers.

In March 2023, a HW Kingston Open Meeting focused on progress made by commissioners and service providers against the recommendations we made in our 2021–22 reports. Recordings of this meeting can be viewed [here](#).

3. Learning Disability

Our 2022–23 Learning Disability work areas were:

- a. Support meaningful engagement with local people with a learning disability in the work of HW Kingston, including Enter and View training.
- b. Provide chair and administrative support for the 'Kingston All Ages Learning Disability Partnership Board'.

3a) Support meaningful engagement with local people with a learning disability in the work of HW Kingston.

AIM: Ensure the work of HW Kingston is “Learning Disability Friendly”.

Healthwatch Kingston continues to be committed to involving people living with a learning disability, their families, carers and advocates.

We continue to speak to, and work with people with learning disabilities, ensuring that health and social care providers understand the barriers to accessing services, and ensure they are included in our community across Kingston, and are supported to help shape the future of health and social care services.

Our Impact

London Ambulance Service Survey

The London Ambulance Service asked each local Healthwatch to feedback on what we think their priorities should be for their next strategy (2023 - 2028). Healthwatch Kingston supported people with learning disabilities to respond to the survey.

'Your Care Your Way' Campaign: Accessible Information

We supported people in Kingston with learning disabilities to respond to the consultation. The work started in March 2022, and we continued to carry out support with the consultation and campaign across 2022/23.

HW Kingston retained and has remained the only local Healthwatch in England to hold the [Plain English Campaign's Internet Crystal Mark](#) for being committed to plain English across our website.



The footer banner features the Healthwatch Kingston upon Thames logo on the left. On the right, there are links for 'Jobs' and 'Contact us'. Below these are links for 'Terms & conditions', 'Accessibility', 'Cookies', 'Privacy', and 'Login'. In the center-right, there are social media icons for Twitter, YouTube, Facebook, and RSS. On the left side of the banner, there is a 'Website approved by Plain English Campaign' logo. At the bottom left, the copyright notice reads '© Healthwatch Kingston Upon Thames 2021'.

3b) Provide chair and administrative support for the 'Kingston All Ages Learning Disability Partnership Board' (2018-22 Strategy - Year 4).

AIM: Provide independent facilitation for community scrutiny of progress against All Age Learning Disability strategy priorities.

The Partnership Board is co-chaired by HW Kingston and people with a learning disability (LD). In 2022-23, we worked with professionals commissioning and delivering services, people living with a learning disability, and their families, carers and advocates: In this period, we held two community events in which over 100 people participated.

Community Events

Health and Wellbeing

The purpose of the event was to give people a chance to network and socialise, provide a range of information for families and people with learning disabilities, and enjoy a day of health and wellbeing enhancing activities, supported by RBK and the Fulham Foundation.



Cost-of-Living Event

The Kingston All Age Learning Disability Partnership Board held an event December 2022 about the cost-of-living.

We wanted to understand better, how the cost-of-living was impacting people with learning disabilities, and their families and carers in Kingston, as well as provide information about available support.

Guest speakers from Royal Mencap and Kingston Council presented their cost-of-living support services, followed by a Question & Answer session.



Learn more about how we champion what matters to you: [All Ages Learning Disability Partnership Board End of Year Report 2022 – 2023 Healthwatch Kingston](#)

KINGSTON **Community Event**
ALL AGES LEARNING
DISABILITY PARTNERSHIP BOARD

Cost of living information and advice
Friday 9th December 2022
2.30 - 4.30pm
Kingston United Reformed Church
Richard Mayo Centre
Eden Street
KT1 1HZ

For people with learning disabilities and their parents and carers

Learn about what support is available during cost of living crisis

Sing and sign christmas songs

Learn about local services

Festive treats

For more information about this event and the All Ages Learning Disability Partnership Board contact Kezia Coleman on 0203 326 1255 or kezia@healthwatchkingston.org.uk

balance KCN healthwatch Kingston upon Thames moncap your healthcare

4. Mental Health

Our 2022–23 Mental Health prioritised work areas were:

- a. Continue to provide chair and administrative support for the 'Kingston Mental Health and Wellbeing Group'.
- b. Continue to monitor progress of and engagement with specialist service provision to people with Emotionally Unstable Personality Disorder (EUPD)
- c. Provide independent evaluation of the South West London Community Mental Health Transformation Programme in Kingston.

4a) Provide chair and administrative support for the 'Kingston Mental Health and Wellbeing Group'

AIM: Provide independent facilitation for community scrutiny of progress against mental health priorities.

HW Kingston facilitates the Mental Health and Wellbeing Group, which incorporates partners from Public Health, the NHS, the voluntary sector, and people with lived experience of mental health, in its work.

It is a key platform that brings together all the core elements of mental health services and support avenues available in Kingston upon Thames.

The group has supported the development of, and oversees the implementation of the following strategies and programmes:

- Recommendations from the Better Mental Health Joint Strategic Needs Assessment 2022 (JSNA) – where we have promoted the inclusion of the needs of neurodiverse people. ([Read our Healthwatch Kingston Pulse Check: Neurodiversity and health and care services report](#)).
- South West London Community Mental Health Transformation Programme.
- South West London NHS Mental Health Strategy
- Mental Health aspects of Kingston's Health and Care Plan refresh 2022

4b) Continue to monitor progress of and engagement with specialist service provision to people with Emotionally Unstable Personality Disorder (EUPD).

AIM: Provide evidence that supports improved experience of people using psychological therapies.

HW Kingston continues to monitor service provision for people with EUPD through our independent monitoring of the South West London Community Mental Health Transformation Programme work, and the collaborative work within the Mental Health and Wellbeing Group.

4c) Provide independent evaluation of the South West London Community Mental Health Transformation Programme in Kingston.

Our 2022–23 activity: Mental Health

This year you have continued to raise concerns regarding long waiting times for mental health services, insufficient resources, and limited access to specialised care. HW Kingston has actively raised your concerns with local service commissioners and providers and worked towards improved provision of mental health support.

South West London Community Mental Health Transformation Programme

South West London and St George's Mental Health Trust are in the second year of delivering its programme for Kingston and Richmond.

HW Kingston, and the Mental Health and Wellbeing Group play a key part in looking at and supporting the delivery as the programme is implemented.

South West London NHS Mental Health Strategy

Healthwatch Kingston and the Mental Health and Wellbeing Group supported work by South West London NHS to review mental health services and create a south west London strategy.

We supported the strategy by:

- Promoting surveys and consultations
- Facilitating links with forums and groups to ensure engagement with services and service users
- Sharing learning from local reports and strategies.

In order to ensure that the public and other Kingston mental health stakeholders had a chance to review the final draft strategy HW Kingston hosted a presentation on this Mental Health Strategy by South West London Integrated Care Board representatives at our Open Meeting in April 2023.



Learn more about how we champion what matters to you: [Mental Health: End of Year Activity Update 2022–23](#).

5. Young People

Our 2022–23 Young People prioritised work areas were:

- Support Youth Out Loud! (YOL!) to review health and care services
- Support delivery of the Digital Youth Project (year 4) to complete a series of short health and care films and podcasts by young people for young people.
- Support YOL! to develop its online and social media.

Youth Out Loud! (YOL!), is a group of young people aged 13–17 from Kingston and Richmond helping to improve NHS care and the wellbeing of young people.

5a) Support Youth Out Loud! (YOL!) to review health and care services

AIM: Support young people to have a say in their health and care services.

YOL! was asked by the Communications Manager for Kingston & Richmond, South West London Integrated Care System to review their new **Children & Young Peoples' Mental Health & Wellbeing Directory**.

There is a need that mental health and emotional wellbeing information, advice, support and services for children and young people in South West London (SWL), is all in one place.

It is designed to be used by parents, carers, teachers, and people who work with young people. The directory is now live for Kingston and Richmond and will be rolled out across other boroughs of SWL shortly.



It was such a great session with helpful feedback."

Charlotte Jones,
Communications and Engagement Coordinator
(Kingston and Richmond), NHS SWL London ICB.



5b) Support delivery of the Digital Youth Project (year 4) to complete a series of short health and care films and podcasts by young people for young people

AIM: Develop a library of films and podcasts made by young people for young people.

Our Digital Youth Project work with YOL! focuses on giving teenagers appropriate information on local and national services, raises awareness of young people's experiences, and supports the promotion of YOL! membership.



Digital Youth Project – Sexual Health Film

Production of the YOL! sexual health film was completed at the Wolverton Sexual Health Clinic in March 2022. Thanks to the lead nurse at the Wolverton, as we were given access to all areas. YOL! members then met our film maker locally to complete the young people voice-overs for the film.

We have been really pleased to work with Healthwatch and Youth Out Loud on this fantastic film. We hope this will be useful to young people in our communities, enabling them to feel able to talk more openly about sexual health issues."

Nic Kane, Chief Nurse for Kingston Hospital NHS Foundation Trust and Hounslow and Richmond Community Healthcare



5c) Support YOL! to develop its online and social media.

AIM: Support young people to safely communicate via Yolweb and social media .

Our Youth Out Loud website, Yolweb.info continues to be updated on a regular basis, with the assistance of one of the older YOL! members. It is imperative that the content and signposting is up to date with the latest helpful information for young people's health and care needs, both locally and nationally.

We also received a thank you email from a father whose son had recently 'come out' and he was looking for LGBTQ+ support and information. He found the information on YOLweb and wrote the following:

I've been looking for information to see what I can do to help. I discovered your "LGBTQ+ Support" <https://www.yolweb.info/LGBTQsupport> and just had to reach out and thank you for providing helpful information. I'm sure there are many parents in my situation who truly appreciate it as well."

Learn more about how we champion what matters to young people: [Youth Out Loud! End of Year Report 2022-23 Healthwatch Kingston](#)

6. Safeguarding

Our 2022–23 Safeguarding prioritised work areas were:

- a. Continue membership of the Kingston Safeguarding Adults Board.
- b. Continue to deliver the Kingston Making Safeguarding Personal project (Year 3).
- c. Continue support for the London Safeguarding Adults Board, Safeguarding Voices and Conference Planning Groups (Year 4) to ensure people with lived experience of safeguarding are integral to safeguarding systems and processes across London.

6a) Continue membership of the Kingston Safeguarding Adults Board.

AIM: Gather resident experience of safeguarding to inform service developments and support positive personal outcomes.

HW Kingston has continued to be an active member of the Kingston Safeguarding Adults Board, where we have represented local people and regularly update the Board about our safeguarding related project work. Kingston Council (RBK) Safeguarding Adults Board invited partner organisations in Kingston to join and sign a pledge to uphold adult safeguarding responsibilities. Healthwatch Kingston was delighted to share our dedication to the [Kingston Safeguarding Adults Pledge](#).

6b) Continue to deliver the Kingston Making Safeguarding Personal project

AIM: Gather personal experience of safeguarding to inform service developments and support positive personal outcomes.

Making Safeguarding Personal puts the person at the centre of everything during a safeguarding enquiry – from the beginning to the end. The Kingston Making Safeguarding Personal project aims to use experiences of the safeguarding process to improve provision, so this will in turn improve personal safeguarding outcomes.

The Royal Borough of Kingston upon Thames (RBK) asked HW Kingston to independently collect feedback from people who have been through the Kingston adult safeguarding process.

Healthwatch Kingston co-developed with Kingston Council a survey which set out to find out:

- How involved people felt during their safeguarding process.
- If people felt listened to during their safeguarding process.
- If people were happy with their outcomes.
- What helps people feel listened to, involved and happier with their outcomes.



Overall feedback from service users was that people were happier and safer after receiving support from adult social care. But more can be done to improve including people in the process, such as better communication (from all agencies, not just social care), being offered an advocate and speaking about ongoing risks.

Read our Making Safeguarding Personal End of Year Report 2022–23 [here](#).

6c) Continue support for the London Safeguarding Adults Board, Safeguarding Voices and Conference Planning Groups (Year 4) to ensure people with lived experience of safeguarding are integral to safeguarding systems and processes across London.

AIM: Ensure the voices of people with lived experience of safeguarding are part of the London Safeguarding Adults Board

London Safeguarding Voices (LSV) brings together people with lived experience (PwLE) of safeguarding, to help shape safeguarding across the city. The key ambition of the London Safeguarding Adults Board (LSAB) is to firmly embed LSV in their work to ensure it is co-produced and more person-centred.

The LSV want to keep things as simple as possible and stay away from jargon. Their message is simple – ‘safeguarding is everyone’s business’. Everyone needs to know what safeguarding means, what signs of abuse and neglect to look out for and know how to report an ‘adult at risk’ concern in their London borough.

The LSV continue to meet three times a month to share lived experiences of safeguarding. This group is chaired by, HW Kingston CEO and co-ordinated by HW Kingston Projects and Outreach Officer.

What has the LSV been involved with?

The promotion and success of the LSV group has resulted in lots of requests for them, as people with lived experience of safeguarding, to help with adult safeguarding projects and conferences, not only across London, but nationally too:

- The LSV helped plan and deliver LSAB Conference 2022
- Meaningful involvement in London Peer Reviews
- Input into the LondonADASS Care Workforce Strategy
- Review of the Pan London Multi Agency Adult Safeguarding Policy and Procedures document
- Work in reducing coercive control within domestic abuse cases

The LSV also completed a series of Safeguarding Adults Easy-Read booklets for use by RBK.

There are three booklets that can also be adapted by other local authorities across London for their specific safeguarding referral procedures and phone numbers, and links to local council websites ‘how to raise a safeguarding concern’ in each borough.

- 1) [Keeping Adults Safe from Abuse](#)
- 2) [Speaking up About Abuse](#)
- 3) [Reporting Abuse](#)



Learn more about the work of the LSV or to join as a volunteer: [London Safeguarding Voices: End of Year Update Report 2022-23 Healthwatch Kingston](#)



Listening to **your** experiences informs all **our** work

Services can't make improvements without hearing your views. That's why over the last year we have made listening to feedback from all areas of the community a priority. This allows us to understand the full picture, and feed this back to services and help them improve.

Some of **your** experiences we listened to this year and how they informed **our** work

Care workers responded to our Care Workforce Wellbeing survey:

- There is a perfect storm. Cost-of-living hike. Increase in petrol. Poor terms and conditions including zero-hour contracts. Travelling to clients without sufficient travel time and mileage payments."*
- If my employer can't increase my wages, then how am I able to afford increases in my utility bills and travel costs."*

HW Kingston recommended that care providers review care expectations of their workforce. Also review benefit and expense arrangements along with realistic travel time between clients to ensure they are as supportive as possible and reflect cost-of-living pressures.

Residents living with ME/Fibromyalgia responded to our Pulse Check Kingston Services ME/CFS Fibro survey:

- Doctors thought I was getting old. I had to see 5 consultants over several years before getting diagnosed."*
- "It's quite difficult because not many services are available, and we need a GP who believes in us in order to get a referral to different parts of London."*

HW Kingston recommended that clinicians ensure that their patients are fully informed about the time it may take to confirm a diagnosis. In addition, patients need to be fully informed about the diagnosis process and clinicians need to explain the types of symptoms patients may experience, the treatment available, and length of time it can take for referrals to specialist services

Participants from some of our more vulnerable communities who completed the HW Kingston 'Included Communities' survey told us about their experiences in accessing local health and other social care and support services. They included people from: migrant and refugee communities, people who do not have English as a first language and people experiencing homelessness:

- I have been struggling to get a follow up appointment after being in A&E and I don't know where to go or what next steps are. I hardly speak English, so when I call the GP, they get frustrated and hang up the phone. I am still in pain with my leg but don't know what to do."*

HW Kingston recommended that more easily accessible translator and interpreter services are made available across primary and secondary health and social care settings. Also, ensure information, health education and health promotion is in relevant languages and widely available.

HW Kingston follows up with commissioners and providers of services to ensure responses to all our recommendations. Where possible this will often result in NHS and social care service improvements for Kingston residents.

How **your** experiences of the London Ambulance Service informed **our** submission to the London Assembly Health Committee

HW Kingston carried out a community engagement from November 2022 to January 2023 about London Ambulance Service (LAS) performance in our area and we asked you where improvements could be made. **We fed back your experiences with our recommendations to the LAS to help inform their new strategy 2023-28.**

We also responded to a London Assembly Health Committee call for evidence. One of our findings was around how LAS could improve service provision for those who are neurodiverse or have a learning disability.

The London Assembly Health Committee noted:

'This kind of insight is invaluable in supporting the organisation to adapt to the diverse needs of Londoners, and LAS must ensure that there are processes in place for patients, particularly those with specific needs or from disadvantaged backgrounds.'

You also told us that there was an issue with the public's lack of understanding about when to use the service and when to use alternatives, in particular, whether someone should call 999, call 111, or contact their GP.

Our Healthwatch Kingston community survey also found that you wanted more education for the community on how to support themselves before emergency intervention is required.

The London Assembly Health Committee acknowledged what you told us and recommended:

'The LAS should include in its new strategy specific commitments and targets around public awareness and education initiatives. These should relate to issues such as when the public should call 999, how they should do so, and actions they can take to prevent emergency care being required in the first place.'





Hearing from all communities

Over the past year we have worked hard to make sure, we hear from everyone within our local area. We consider it important to reach out to the communities we hear from less frequently, to gather their feedback and make sure their voice is heard and services meet their needs.

This year we have reached different communities by:

- Working with Kingston Migrant Advocacy and Refugee Action Kingston to hear about their clients' experiences of health and social care
- Attending different health and wellbeing events targeted at those experiencing homelessness
- Gathering feedback from Kingston residents on London Ambulance Service to help shape their new strategy. Find out more on page 24
- Spreading across the borough attending each library with our 'Including Communities' survey.

Engagement with Kingston's communities

Getting Across the Borough

Together with the Library Supervisors and the Community Hubs Outreach and Engagement Officer we organised attending all seven libraries across November and December 2022. We also included the 130 residents who use the Community Library Service by sending letters directly to them with their books. Unfortunately, our final event at Old Malden Library was cancelled due to the snow but we got feedback from 50 residents in the libraries and 19 responses from the Community Library Service



English as a Second Language

We worked closely with organisations including Kingston Migrant Advocacy and Refugee Action Kingston to speak with their clients about their experiences of health and social care. We attended their lunch club, welcome café and Health and Wellbeing Days.

We learnt that migrants are paying their 'healthcare surcharge' but are unsure on how to access the healthcare they have paid for. Across our events we have learnt that medical provision in other countries is quite different, and this can lead to people being confused and upset and maybe presenting to the wrong part of the NHS.

We've learned that most Korean and Tamil youth speak English. To include older members of Korean and Tamil families (who are less conversant in English) we have added Korean and Tamil subtitles to our Youth out Loud! film, which was made by young people for young people, about self-harm. The funding for the subtitles came from South West London & St. George's Strategic Partnership Fund. More on our work with young people (Youth Out Loud!) is on page 18.



Kingston College Freshers' Fair

We attended Kingston College Freshers' Fair and spoke with young people aged 16-18 about their experiences of Health and Social Care. 60 students completed our Including Communities survey.

 **CAMHS – long wait decent help.”**

The feedback has helped shape our Including Communities report a link to the report can be found on Page 12.

Engagement with Kingston's communities

People Living with a Learning Disability

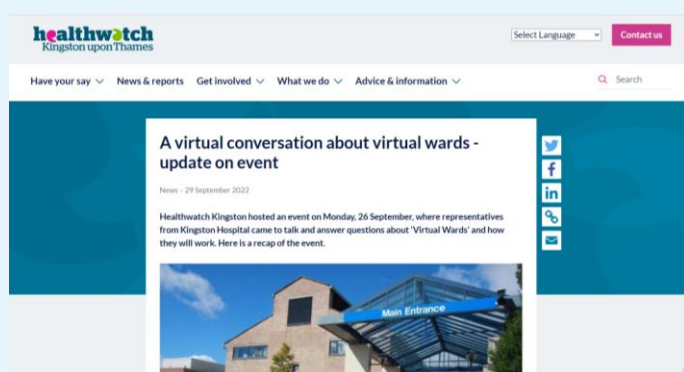
We engaged with people living with a learning disability at the All Age Learning Disability Events as well as the Access All Areas Transition Event at Twickenham. We gathered feedback which was included in our Including Communities Report and our letter to London Ambulance Service.



One thing we learned from asking about experiences of London Ambulance Service is people with a learning disability feel anxious on the phone and would like the person speaking to them to check their understanding and needs, this is something we added as a recommendation to London Ambulance Service. See Page 24 for more on our work with London Ambulance Service

Virtual Wards

We held an event and invited the public to ask questions about the Virtual Ward at Kingston Hospital. There was a presentation from staff at Kingston Hospital which was part formed by questions sent in advance from the public.



The second half of the session was a question and answer session where members of the public and professionals working in Kingston could ask about their concerns

The session was recorded and is available on our website [here](#)

Warm Spaces

In February and March 2023, we visited seven of the warm spaces that were available across Kingston. The information gathered from these events will form part of our reporting 2023-24.

Ensuring communities are heard in regional decisions

Collaboration between SW London Healthwatch

This year we strengthened our collaboration between South West London Healthwatch (Wandsworth, Sutton, Richmond, Merton and Croydon) to make sure communities across South West London are heard in the planning and running of services at [Integrated Care System](#) (ICS level). In late 2022 we recruited an Executive Officer and established a Joint Working Group to facilitate and support greater collaboration between us and with the new South West London ICS. This wouldn't have been possible without funding from the ICS and our joint efforts to make sure the arrangements maintain our independence.

What difference has this made?

- Local people who shared their experiences with us directly influenced the ambitions of the ICS because over 100 reports across the six boroughs informed the Integrated Care Strategy and the Joint Forward Plan. Healthwatch Kingston was mentioned 46 times in the [‘South West London insight and engagement analysis insight report’](#), from our [‘Pulse Check: Neurodiversity and health and care services’](#) report to [‘Living with Long Covid’](#) and our [‘Bereavement Services and Support in Kingston – Community Engagement’](#) report.

As the system develops actions to take, we will continue to ensure what you've told us is considered. An example of this was where in May 2023 we contributed to a conference that planned actions to tackle the priorities in the strategies.

- We provided insights to inform a Data Strategy and a Digital Strategy.
- We convened local dentistry committee leads and the ICS lead for dentistry to share knowledge about issues local people face and prepare for the move to SWL ICS NHS dental commissioning. We are encouraging people to share views [here](#).

“South West London Integrated Care System (ICS) values Healthwatch insights that are informing our health and social care priorities, ensuring services meet the needs of our diverse people and communities.

Since November 2022 we have worked in partnership with a new South West London Healthwatch Executive Officer. They attend many of our ICS meetings to ensure decisions impacting on people's lives are guided by our communities' needs, concerns, and aspirations.

We look forward to our continued partnership with our South West London Healthwatch. By working hand in hand, we ensure that the local communities and carer voice are not only heard, but genuinely valued and acted upon, making a transformative difference in the lives of local people.”

Charlotte Gawne, Executive Director of Stakeholder, Partnership Engagement and Communications and Kate Wignall, Health of Patient and Public Engagement.



Information, advice and signposting

If you feel lost and don't know where to turn, Healthwatch Kingston is here for you. In times of worry or stress, we can provide confidential support and free information to help you understand your options and get the help you need. Whether it's finding an NHS dentist, how to make a complaint or choosing a good care home for a loved one – you can count on us.

This year we've helped people by:

- Providing up to date information people can trust
- Helping people access the NHS and social care services they need
- Helping people access NHS dentistry
- Supporting people to look after their health during the cost of living crisis
- Ensuring that we are prominently visible as part of [Connected Kingston](#).

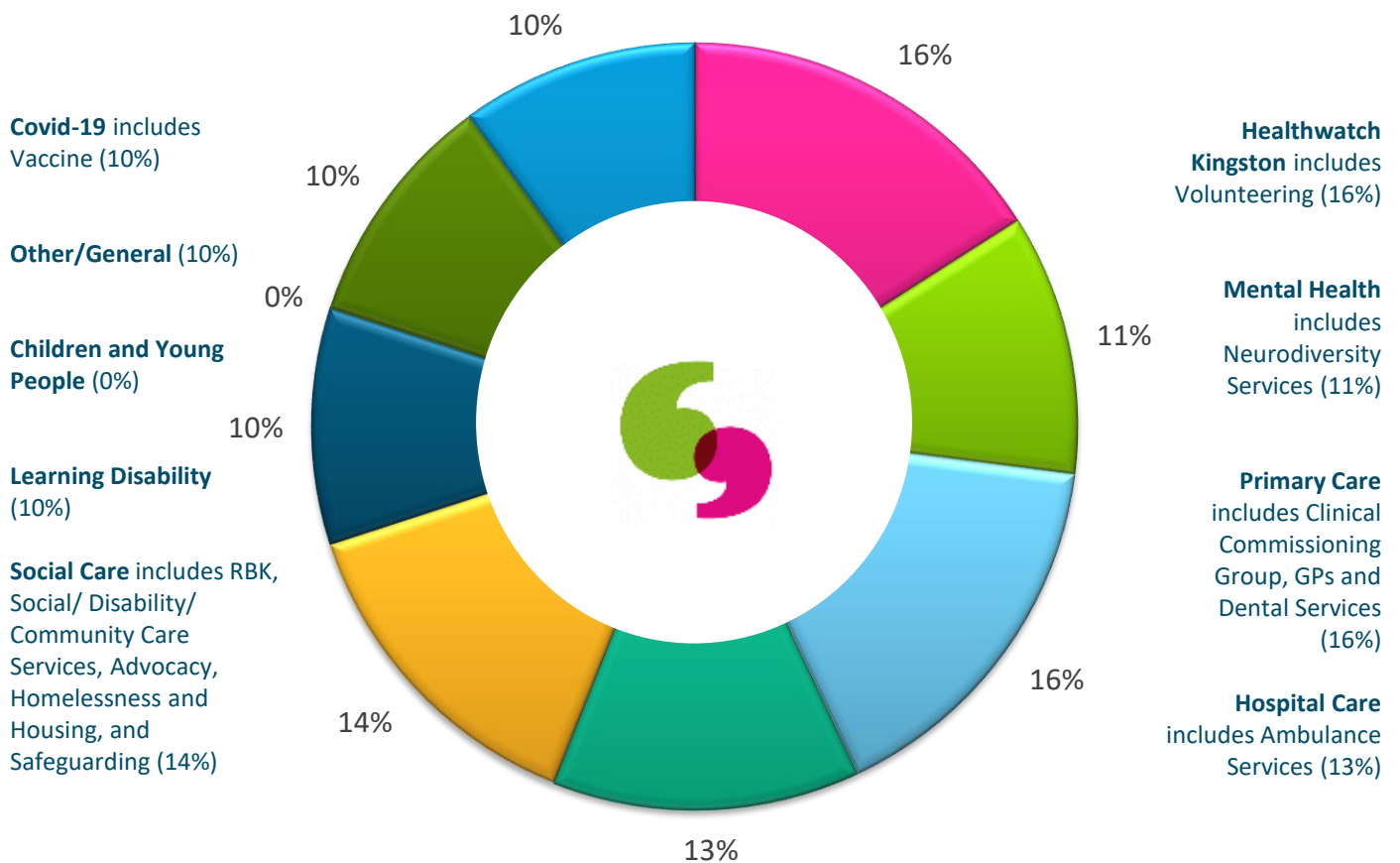
Telephone, email and web contacts

Here is what the **692*** local people, who contacted us by telephone, email or via our online 'contact us' form, talked to us about during 2022-23:

* People can talk about more than one area of interest in any one contact.



Based on data shared with and then analysed by HW Kingston between 1 April 2022 and 31 March 2023



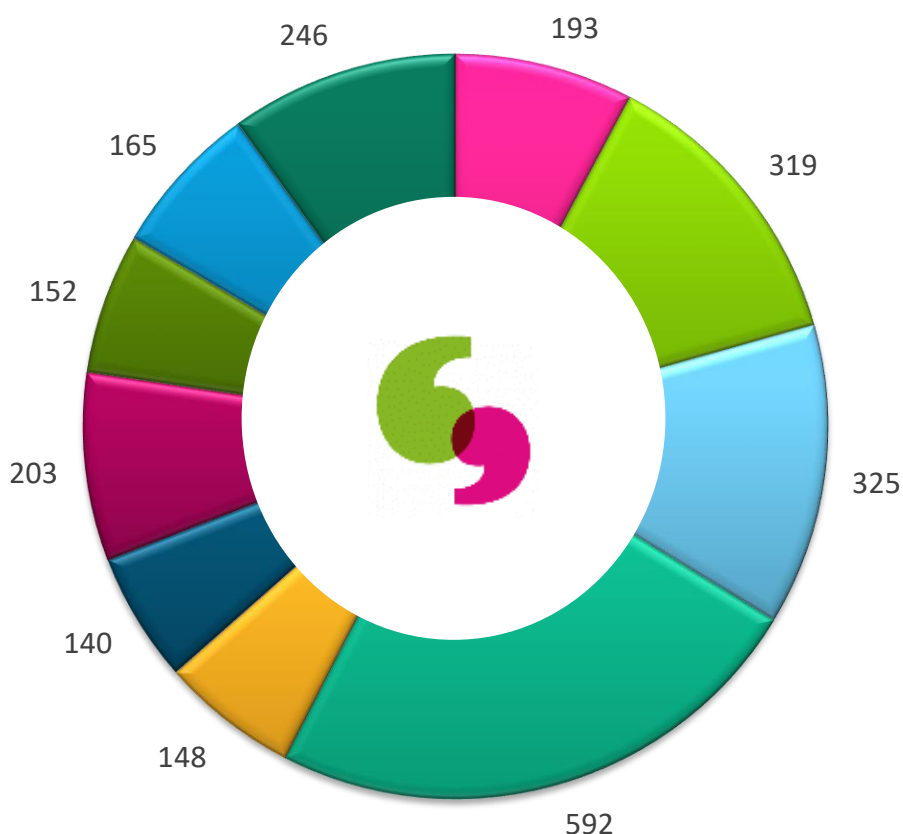
- Healthwatch Kingston 16% (15% 2021-22 / 14% 2020-21 / 13% 2019-20)
- Mental Health 11% (11% 2021-22 / 9% 2020-21 / 6% 2019-20)
- Primary Care 16% (18% 2021-22 / 22% 2020-21 / 13% 2019-20)
- Hospital Care 13% (11% 21-22 / 11% 2020-21 / 6% 2019-20)
- Social Care 14% (13%2021-22 / 19% 2020-21 / 51% 2019-20)
- Learning Disability 10% (8%2021-22 / 3% 2020-21 / 4% 2019-20)
- Children and Young People 0% (0%2021-22 / 3% 2020-21 / 1% 2019-20)
- Other 10% (15% 2021-22 / 5% 2020-21 / 6% 2019-20)
- Covid-19 10 % (19%2021-22 / 16% 2020-21 / no data in 2019-20)

Advice and information online

8,161 people collectively visited our website **25,260** times in 2022-23.

Out of the 8,161 people, **2,084** sought help specifically through the advice and information section of our website, which provides signposting to NHS and social care services.

2,118 additional people also accessed information and advice from other parts of our website such as All About Services pages and news items. The chart below provides numbers of people that accessed the top ten areas of interest.



- New advice and information home page: 193 (476 in 2021-22)
- All About ICS pages: 319 people
- Find NHS services: 325 (102 in 2021-22/ 134 in 2020-21/ 115 in 2019-20)
- Mental health services: 592 (660 in 2021-22/ 426 in 2020-21/ 28 people 2019-20)
- Older people's services: 148 (133 in 2021-22/ 41 people in 2020-21/ 24 in 2019-20)
- Local services: 140 (144 - 2021-22/ 92 in 2020-21/ 15 people in 2019-20)
- Help making a complaint: 203
- All About Safeguarding: 152
- All About Primary Care: 165
- All About Diabetes: 246

Based on data shared with and then analysed by HW Kingston between 1 April 2022 and 31 March 2023.



Volunteering

Our staff are supported by a team of amazing volunteers who are at the heart of what we do. Thanks to their efforts in the community, we're able to understand what is working and what needs improving.

This year our volunteers have:

- Worked with our staff team by supporting local communities to share their views to help inform HW Kingston engagement reports and recommendations
- Reviewed websites to review accessibility
- Helped us plan the Kingston All Age Learning Disability Partnership Board agendas and events
- Attended and meaningfully contributed to external meetings and focus groups that support the improvement of NHS and social care services in Kingston
- Helped us analyse and develop insight from what we have heard from all our communities.



Healthwatch Heroes 2022-23

HW Kingston could not do all that we do without our volunteers, and we simply cannot thank each of you enough.

In this report, we wanted to particularly acknowledge the helpful contributions made by Isabella, David and Rutendo across the past year by recognising them as our Healthwatch Heroes 2022-23.

Celebrating heroes from our local community



Isabella has volunteered with Youth Out Loud! (YOL!) since before its official launch with HW Kingston in 2019, when she was 13 years old.

Isabella is a truly remarkable young woman and has always been an exceptional and hugely valued member of the YOL! team. She is a central figure of YOL! and her constant dedication, and insightful ideas have helped us ensure that YOL! is the success it is today.



David supports HW Kingston's work with his thoughtful and helpful contributions at the All-Age Learning Disability Partnership Board meetings, which he helps to plan and co-chair.

David has also helped us by engaging with people with a learning disability at community events, assisting HW Kingston to capture people's experiences of using NHS and social care services. He also helps staff at our office from time to time.



Rutendo volunteered with us on a work placement from St Mary's University, where she is studying for a MSc in Chronic Disease Management. Her contribution to our work was exceptional. She supported the staff team working on the HW Kingston 'Pulse Check report about experiences of ME/CFS and Fibromyalgia Services'. As a medical student, Rutendo's analytical skills were invaluable as she drafted our report. Rutendo so enjoyed her placement, that she continues to volunteer with us.



Our extended family album, past and present, grew again this year:

We are 




healthwatch
Kingston upon Thames



Volunteer with us

Are you feeling inspired? We are always keen to welcome new volunteers. If you are interested, please get in touch at HW Kingston.



-  www.healthwatchkingston.org.uk
-  020 3326 1255
-  info@healthwatchkingston.org.uk



Finance report 2022-23

To help us carry out our work we receive funding from the Royal Borough of Kingston upon Thames (RBK) under the Health and Social Care Act 2012.

Our income and expenditure

Income		Expenditure	
Annual grant from RBK	£122,000	Expenditure on pay	£143,340
Additional income*	£48,495	Non-pay expenditure	£23,227
		Office (rent and utilities)	£9,647
Total income	£170,495	Total expenditure**	£176,214

* Additional income is broken down by:

- **£7,000 funding** received from RBK to support increased engagement of people living with a learning disability in our statutory work.
- **£7,000 funding** received from RBK to deliver Kingston Making Safeguarding Personal.
- **£2,500 funding** received from South West London Integrated Care Board (SWL ICB) to deliver the secretariat for the Kingston Mental Health and Wellbeing Group.
- **£3,000 funding** received from SWL ICB to part support SWL Healthwatch Executive Officer.
- **£17,000 funding** received via Healthwatch England on behalf of London ADASS to Support to the London Safeguarding Adults Board, London Safeguarding Voices (LSV) and Conference Planning Groups.
- **£1,500 funding** received from Kingston Voluntary Action on behalf of SWL ICB to support roll-out the Kingston Bereavement Community Engagement findings across south west London.
- **£5,000 funding** received from the London Ambulance (LAS) Service NHS Trust for engagement project to inform their LAS Strategy 2023-28.
- **£345 funding** for reimbursement of LSV expenses from London ADASS.
- **£100 funding** received from A J D Initiatives Ltd. for speaker fees.
- **£50 funding** received from Kingston Voluntary Action as winner of the Kingston State Of Sector Raffle
- **£5,000 funding** received from South West London & St. George's Mental Health NHS Trust for the independent evaluation of the Kingston Community Mental Health Transformation Programme (project work to be done in 2023-24).

** Includes expenditure on the **Care Workforce Wellbeing** project (£17,000 received from RBK at the end of 2021-22, for project work in 2022-23).

Message from our Chief Executive Officer and future priorities

In the ten years since Healthwatch was launched, we've demonstrated the power of public feedback in helping the health and care system understand what is working, spot issues and think about how things can be better in the future.

Services are currently facing unprecedented challenges and tackling the backlog needs to be a key priority for the NHS to ensure everyone gets the care they need. Over the next year we will continue our role in collecting feedback from everyone in our local community and giving them a voice to help shape improvements to services.

We will also continue our work tackling inequalities that exist and work to reduce the barriers you face when accessing care, regardless of whether that is because of where you live, income or race.

Over the past twelve months, HW Kingston has worked diligently to champion the voices of our local community and ensure that residents have access to high-quality NHS and social care services.

Trustees and staff have also been 'doing their bit' to raise funds for good local causes.



Stephen Bitti
Chief Executive Officer
HW Kingston



In September 2022, HW Kingston took part in Kingston Hospital Charity's fundraising event. The 'Night to Remember' brought people from the community and families together to remember the life of loved ones, whilst walking through the night.

The HW Kingston team were delighted to have raised £690 which will help Kingston Hospital extend its support for all bereaved families across the hospital and provide help that would not normally be covered by its NHS funding.

What's next for HW Kingston?

Monitoring mental health services has been, and will continue to be, part of our work throughout 2023–24. This will now include interest in the outcomes of the new national investigation into mental health inpatient care. How staff coordinate their mental health work was also the theme for our most recent development away day (below).



In 2021 HW Kingston led local community engagement about the experiences of Living with Long Covid, and as there are plans for post covid services to now become mainstreamed from 2024, we will be keen to ensure that much needed services do not get lost as they transition into NHS and social care 'business as usual'.

We will also be horizon scanning for the impact of Artificial Intelligence (AI) in NHS and social care, and how AI might address current and future challenges in provision. Most importantly, we will be keen to see if and when there will be benefits for patients regarding earlier diagnosis, shorter waiting times, reduced care backlogs, and health inequalities. I'm keen to encourage the emergent debate about the use of AI in care with Kingston residents. **Can you identify the parts within my CEO pages (38–39) that were generated by AI in response to questions I asked ChatGPT?**

Like our colleagues across the Healthwatch England network, we regularly hear from Kingston residents that accessibility and availability of primary care services are a significant concern. Issues such as difficulties in securing timely appointments, long waiting times at GP practices, and challenges in accessing out-of-hours services are frequently reported. HW Kingston will therefore continue to collaborate with local healthcare providers to address these issues and improve access to primary care.

Key projects for 2022–23 include: How we can improve engagement between digitally excluded people and HW Kingston/Care Quality Commission, an independent evaluation of the Kingston Community Mental Health Transformation Programme, a bereavement services and support film by young people for young people, and a Youth Out Loud! podcast about access to services for young people with a disability. We are also keen to explore food and nutrition with Kingston Hospital NHS Trust.

In addition to continuing to fulfil our legislated role to provide information, advice and signposting, page 39 sets out our plans for 2023–24. All of us at HW Kingston look forward to working with you on these areas so that together we can help make health and social care better.

In addition to providing information, advice and signposting to NHS and social care services, we plan to work on these areas **together** in 2023–24:

1. NHS and social care transformation:

- a. Continue to monitor the commissioning, provision and transformation of NHS and Social Care in Kingston and the South West London Integrated Care System.

2. Health inequalities:

- a. Continue to monitor health inequalities, in particular the health and care needs of women, neurodiverse people, and people with long term medical conditions.

3. Learning Disability and Autism:

- a. Continue to support meaningful engagement with local people with a learning disability in the work of HW Kingston, including Enter and View training.
- b. Continue to provide chair and administrative support for the 'Kingston All Ages Learning Disability Partnership Board'.

4. Mental Health:

- a. Continue to provide chair and administrative support for the 'Kingston Mental Health and Wellbeing Group'.
- b. Provide the independent evaluation of the South West London Community Mental Health Transformation Programme in Kingston.

5. Young People:

- a. Continue to support Youth Out Loud! (YOL!) to review health and care services (in partnership with other stakeholders).
- b. Continue to support delivery (with other partners) of the Digital Youth Project to add to the series of short health and care films and podcasts by young people for young people.
- c. Continue to support YOL! to develop its online and social media.

6. Safeguarding:

- a. Continue membership of the Kingston Safeguarding Adults Board.
- b. Continue to deliver the Kingston Making Safeguarding Personal project.
- c. Continue support for the London Safeguarding Adults Board, London Safeguarding Voices and Conference Planning Groups to ensure people with lived experience of safeguarding are integral to safeguarding systems and processes across London.

Find out how our plans will be guided by the Healthwatch England Strategy 2021–2026.



Statutory statements

Healthwatch Kingston upon Thames, Suite 3, 2nd Floor, Siddeley House, 50, Canbury Park Road, Kingston upon Thames KT2 6LX.

Healthwatch Kingston upon Thames uses the Healthwatch Trademark when undertaking our statutory activities as covered by the licence agreement.

The way we work

Involvement of volunteers and lay people in our governance and decision-making

Our Healthwatch Board consists of **seven** members who work on a voluntary basis to provide direction, oversight and scrutiny to our activities. Our Board ensures that decisions about priority areas of work reflect the concerns and interests of our diverse local community. Throughout 2022–23 the Board met **five** times and made decisions on matters such as reviewing and approving the budget in order to make optimum and imaginative use of our limited resources. This also includes approving bids for additional project funding. The Board also plays an active role governing the management of risk and mitigation. Nominated trustees review and sign-off reports and recommendations on behalf of the Board.

Methods and systems used across the year to obtain people's experiences

We use a wide range of approaches to ensure that as many people as possible can provide us with insight about their experience of using services. During 2022–23 we have been available by phone, email, provided a webform on our website and through social media, as well as attending meetings of community groups and forums.

We ensure that this annual report is made available to as many members of the public and partner organisations as possible. We will publish it on our website, promoted via social media, and sent to our many stakeholders.

Responses to recommendations

We had zero providers who did not respond to requests for information or recommendations. There were no issues or recommendations escalated by us to Healthwatch England Committee, so no resulting reviews or investigations.

Taking people's experiences to decision makers

We ensure that people who can make decisions about services hear about the insight and experiences that have been shared with us.

In our local authority area, we have regular update meetings with the Director of Adult Social Services, the Chair of the Kingston Health Overview Panel, and a range of ICS and Place-Based meetings, such as the Kingston Hospital NHS Foundation Trust Patient and Engagement Committee and the Kingston Primary Care Quality Group.

We also take insight and experiences to decision makers in South West London Integrated Care System. See page 28 for examples of where we share information at ICS level and where this is in collaboration with Healthwatch in other areas within our south west London area. We also share our data with Healthwatch England to help address health and care issues at a national level.

Enter and view

This year, we made zero Enter and View visits. HW Kingston considers our legislated Healthwatch Enter and View ‘powers’ are one of a range of research methodologies we can use in our work, and they are only used when this method is deemed best suited.

Healthwatch representatives

Healthwatch Kingston upon Thames is represented on the Royal Borough of Kingston upon Thames Health and Wellbeing Board by Dr Liz Meerabeau, Chair of HW Kingston. During 2022–23 our representative has effectively carried out this role by attending and contributing regularly to support RBK’s strategic ambition to be a Marmot borough.

Healthwatch Kingston upon Thames is represented on South West London Integrated Care Partnership by Alyssa Chase-Vilchez, Executive Officer and South West London Integrated Care Board by Alyssa Chase-Vilchez, Executive Officer.

HW Kingston Board 2022–23

Dr Liz Meerabeau, Chair and Lead for Primary Care

Nigel Spalding, (until 1 March 2023)

Richard Allen, Treasurer (from 1 October 2021 until 28 September 2022) and Lead for Hospital Services

Grahame Snelling, (until 30 November 2022) now volunteer Independent Safeguarding Advisor to the Board

James Waugh, Lead for Risk Management

Scotty McLeod, Lead for Business Continuity

Justina Jang, (appointed 28 September 2022) Lead for Women’s Health

Eeva Crawley, (appointed 28 September 2022) Treasurer (from 28 September 2022)

Kathryn Yates, (appointed 11 January 2023) Lead for Learning Disability and Autism

Healthwatch Kingston upon Thames
Suite 3, 2nd Floor, Siddeley House
50, Canbury Park Road
Kingston upon Thames
KT2 6LX

www.healthwatchkingston.org.uk



Website approved
by
Plain English Campaign

t: 0203 326 1255

e: info@healthwatchkingston.org.uk

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